



Horry Georgetown Technical College Student Success & Tutoring Center

Strategic Plan

FY 2015-16
through
FY 2017-18



College Vision

Horry Georgetown Technical College will be recognized as a leader in workforce development, intellectual growth, and life improvement.

Student Success & Tutoring Center Vision

Horry Georgetown Technical College's Student Success & Tutoring Center will maintain a creative and collaborative learning center environment to prepare individuals for academic success and the future workforce.

College Mission

The mission of Horry Georgetown Technical College is to provide accessible, affordable, high-quality, comprehensive two-year collegiate education and workforce development; to provide a student centered environment and inspire lifelong learning; to promote learning through teaching excellence; to promote community service and embrace diversity; to promote economic growth; and to embrace technological innovation in instruction and workplace applications.

Student Success & Tutoring Center Mission

The Student Success & Tutoring Center supports the mission of the College by providing quality academic tutorial services to enhance student learning and retention, academic success, and leadership development at Horry Georgetown Technical College.

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 **Goals and Outcomes**

Goal 1 – Promote Teaching and Learning

The SSTC will provide a learning environment and experience that encourage development of knowledge, skills, behaviors and values for students.

Outcomes:

- 1.1 Create defined outcomes for successful tutorial/coaching services, student resources, and instructional workshops, both on and off campus.
- 1.2 Ensure that the SSTC remains a state of the art, learner-driven facility, offering technology equipment, accessibility, and software to meet student needs.
- 1.3 Support academic integrity and deter plagiarism through policy, services and education.

Goal 2 – Maximize Student Success

The SSTC will engage students actively with pertinent and quality services to support student goal attainment, academic skill development, and student academic success.

Outcomes:

- 2.1 Define and work towards achieving academic goals through tutorial and coaching services for students.
- 2.2 Coach students to break concepts down, demonstrate critical thinking, and apply knowledge and success strategies correctly.
- 2.3 Teach students to utilize academic resources effectively to better learn information, find their errors, and answer their questions independently.
- 2.4 Assess student satisfaction with services received to ensure gained skills to help them to become better students, writers and/or English learners.
- 2.5 Keep pace with evolving standards for access to quality academic online resources to create a virtual 24/7 resource center.

Goal 3 – Strengthen Processes and Services

The SSTC will continuously improve the quality, productivity, efficiency, and effectiveness of services and activities.

Outcomes:

- 3.1 Collaborate with faculty, staff and others to incorporate on campus and online tutoring services into effective educational experiences for students.
- 3.2 Promote high standards for hiring and developing quality professional and paraprofessional student employees.
- 3.3 Create ongoing marketing campaigns and initiatives that inform the college community of programs and services.
- 3.4 Assess the efficacy of SSTC services to improve the impact on student learning using metrics, surveys, and retention study analysis.

Goal 4 – Building Partnerships and Sustainable Organization

The SSTC will be responsible stewards of finances, resources, and physical spaces through sound planning, transparent reporting, ongoing assessment, and continuous professional staff development.

Outcomes:

- 4.1 Evaluate business and staffing needs to optimize efficiency and work-flow.
- 4.2 Maximize the SSTC budget to meet the emerging needs of users.
- 4.3 Support a staff that is diverse and enriched through professional development and training in today's dynamic academic environment.

 **Goal Mapping**

SSTC Goal	College Goal(s)	College Outcome(s)
1	1 & 4	1.1, 1.2, 1.3, 1.4 & 4.1
2	2	2.1, 2.2, 2.3 & 2.4
3	2, 3 & 4	2.3, 3.1, 3.3 & 4.3
4	1, 3 & 4	1.2, 3.2, 3.3, 4.1, & 4.4